



# CLIENT SATISFACTION SURVEY

Thank You for choosing one of our products! We kindly ask you to dedicate some moments to this survey. This will help us to improve our machines and our response to our customer's needs.

The survey is in anonymous form, we will however always be available to answer to your questions.

## 1. WHY HAVE YOU CHOSEN A SOVEMA IMPLEMENT?

- |  |   |
|--|---|
| <input type="checkbox"/> suggested by a dealer | <input type="checkbox"/> suggested by friends/colleague |
| <input type="checkbox"/> the price             | <input type="checkbox"/> the quality                    |
| <input type="checkbox"/> other _____           |   |

## 2. HOW DID YOU DISCOVER SOVEMA?

- |  |   |
|--|---|
| <input type="checkbox"/> dealer/colleagues     | <input type="checkbox"/> the internet                     |
| <input type="checkbox"/> I already knew SOVEMA | <input type="checkbox"/> I already had a SOVEMA implement |

## 3. HOW WOULD YOU RATE THE QUALITY OF THE IMPLEMENT YOU BOUGHT?

- |            |                                     |                                   |                               |                                    |
|------------|-------------------------------------|-----------------------------------|-------------------------------|------------------------------------|
| Finishing  | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |
| Welding    | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |
| Design     | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |
| Sturdiness | <input type="checkbox"/> inadequate | <input type="checkbox"/> adequate | <input type="checkbox"/> good | <input type="checkbox"/> excellent |

Additional evaluation: \_\_\_\_\_

## 4. DOES THE IMPLEMENT WORK AS EXPECTED?

- YES
- NO, Why?: \_\_\_\_\_

## 5. YOUR COMMENTS:

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Thanking you again, we wish you all the best

Silvio Mayer  
Managing Director.

Please send the survey to the fax number 0039 59 938512 or via e-mail to [sovema@sovema.com](mailto:sovema@sovema.com). Thank You.